ABSTRACT OF THE DISCLOSURE

Downloading of an inspection program for an electronic device to be supported is accepted on the home page of the support center. The user executes the downloaded inspection program on the electronic device to generate inspection

5   results. Then, uploading of the inspection results is accepted on the home page, a computer of the support center analyzes the uploaded inspection results to generate a diagnosis result, and the diagnosis result including necessity of repair is transferred to the user. Thereby, it is possible to properly and quickly diagnose the electronic device on the user's side and reduce the support cost by preventing unnecessary

10   transport of the electronic device.